

# User Guide for the North Carolina Justice Academy's Training Portal

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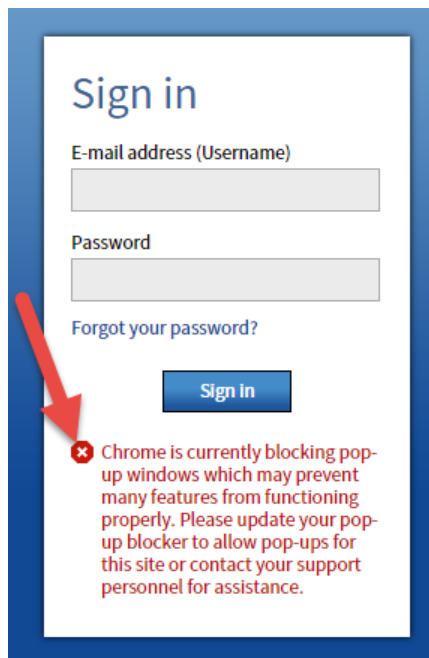
## Browsers

The online training works best in the latest version of Internet Explorer.


However, you can use Google Chrome. In Google Chrome you will need to unblock pop-up windows.

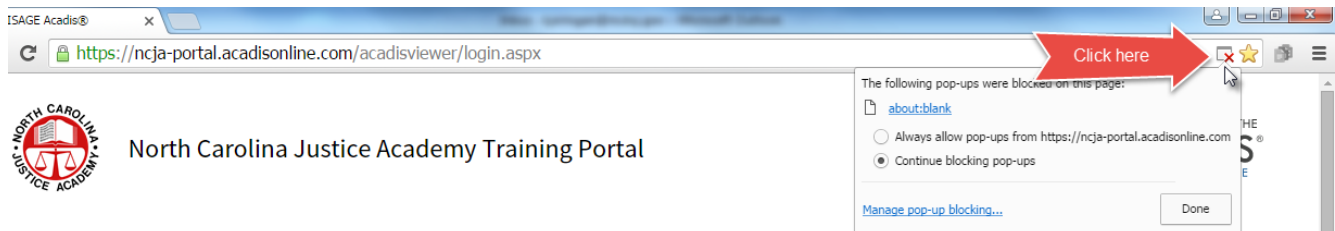
## Blocking Pop-up Windows Message in Google Chrome

Do you see this message?

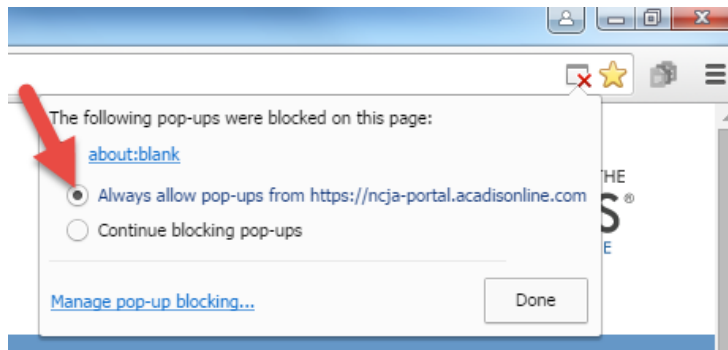


You will need to allow pop-up windows in order to take the online training.

Click this icon  on the address/search bar.




Select “Always allow pop-ups from <https://ncja-portal.acadisonline.com>” and then click “Done.”

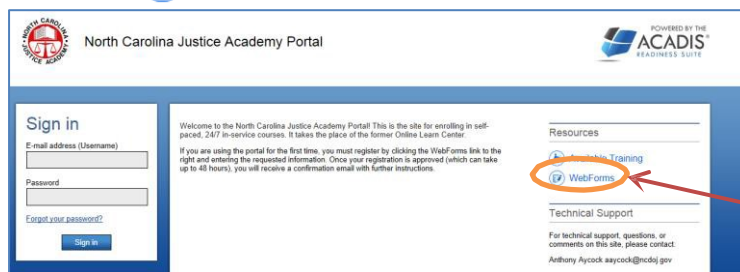


## Contact Information

Contact Anthony Aycock at [aaycock@ncdoj.gov](mailto:aaycock@ncdoj.gov) for technical support or Kristi Jernigan at [kiernigan@ncdoj.gov](mailto:kiernigan@ncdoj.gov) for content support. They are normally available between 8:00am – 5:00pm Monday – Friday. They will get back to you as quickly as possible. You may also call the Academy at 910-525-4151 to speak to them or leave a message.

## New User

1. Go to our portal site at: <https://ncja-portal.acadisonline.com>.
2. Click on  **WebForms** under the “Resources” tab on the right side.



3. Click on “New User Account,” complete it and then click “Done” at the bottom of form.
4. Within 48 hours you should receive an email containing your user name which is your email and a computer generated password from the NCJA system administrator.
5. After receiving this email, you can go to <https://ncja-portal.acadisonline.com> and enter your user name and assigned password.
6. Agree to the “User Acceptance Policy.”
7. Create your own password. Please keep in a secure place. Continue.
8. Edit your profile if needed. This information is from the data you provided on the WebForm.
9. Go to the top of page, click on “Training and Events” tab and then click on “Browse or Sign Up for Training.”
10. You will see a list of all available courses. If you only want to view online courses, look on the right side, scroll down to find "location", click on "more" and check "online".  
(We are continually adding new courses.)
11. Choose the course you wish to take by clicking on it. See diagram on next page.

<input type="checkbox"/> Closed	2015			
<input type="checkbox"/> Cancelled	Online - (Law Enforcement 2015) Missing and Abducted Children	Online	Open	Assign
<input type="checkbox"/> By Location	Online - (Law Enforcement 2015 In-Service) 2015 Domestic Violence: Teen Dating Violence	Online	Open	Assign
<input type="checkbox"/> Camp Butner Training Site	Online - (Law Enforcement 2015 In-Service) 2015 Legal Update	Online	Open	Assign
<input type="checkbox"/> Courtyard by Marriott	Online - (Telecommunicator 2014 In-Service) Active Shooter Overview	Online	Open	Assign
<input type="checkbox"/> Lake Junaluska	Online - (Telecommunicator 2014 In-Service) Awareness of Issues Surrounding Returning Military Personnel	Online	Open	Assign
<input type="checkbox"/> Lambuth Inn	Online - (Telecommunicator 2014 In-Service) Hitting the Wall: Avoiding Complacency	Online	Open	
<input type="checkbox"/> NC Justice Academy - Edneyville	Online - (Telecommunicator 2014 In-Service) Law Enforcement Intelligence Update 2014	Online	Open	Assign
<input type="checkbox"/> NC Justice Academy - Salemburg	Online - (Telecommunicator 2015 In-Service)	Online	Open	
<input type="checkbox"/> No Location Specified				
<input type="checkbox"/> North Carolina Justice Academy				
<input type="checkbox"/> Office of the Chief Medical Examiner				
<input checked="" type="checkbox"/> Online				

12. Click "Assign to Event" or "Assign" – depending on the page you are viewing.
13. Choose "Launch Now." Your course will begin in a new window. **Please be patient – depending on your Internet speed connection, this could take a couple of minutes.**
14. Complete the course by clicking the "Next" button on the slides.

**Existing User:** **Once you register, you can take all the available online courses.**

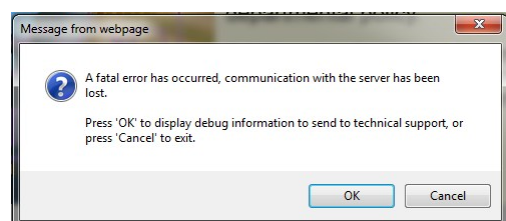
1. Go to the portal: <https://ncja-portal.acadisonline.com>.
2. Log in with user name (email) and password.
3. You will see "My Profile," "Online Training in Progress," "Certifications," "Employment," and "See Courses I have already completed" on the Home page.
4. Go to the top of page, click on "Training and Events" tab and then click on "Browse or Sign Up for Training."
5. On the right side, under "location," click "online."
6. Choose the course you wish to take by clicking on it.
7. Click "Assign."
8. Choose "Launch Now." Your course will begin in a new window. **Please be patient – depending on your Internet speed connection, this could take a couple of minutes.**
9. Complete the course by clicking the "Next" button on the slides.

### If you need to exit the course before completion:

Click on the "Exit button":  in the bottom left corner of the slide.

When you are ready to re-start the course, log into <https://ncja-portal.acadisonline.com> and click on "Continue" button, it will begin on the slide that you exited.

### If you receive this message:



Click ok. If it closes you out of the course, then just login in again. This message occasionally occurs due to a loss in connectivity with the user and the Acadis Portal.

## If you forgot your password:

Click on “Forgot your password”. Enter your email and you will be sent a new computer generated password.



The image shows a 'Sign in' form with two input fields: 'E-mail address (Username)' and 'Password'. Below these fields is a link that says 'Forgot your password?'. This link is circled in blue, and a blue arrow points to it from the right. At the bottom of the form is a blue button labeled 'Sign in'.

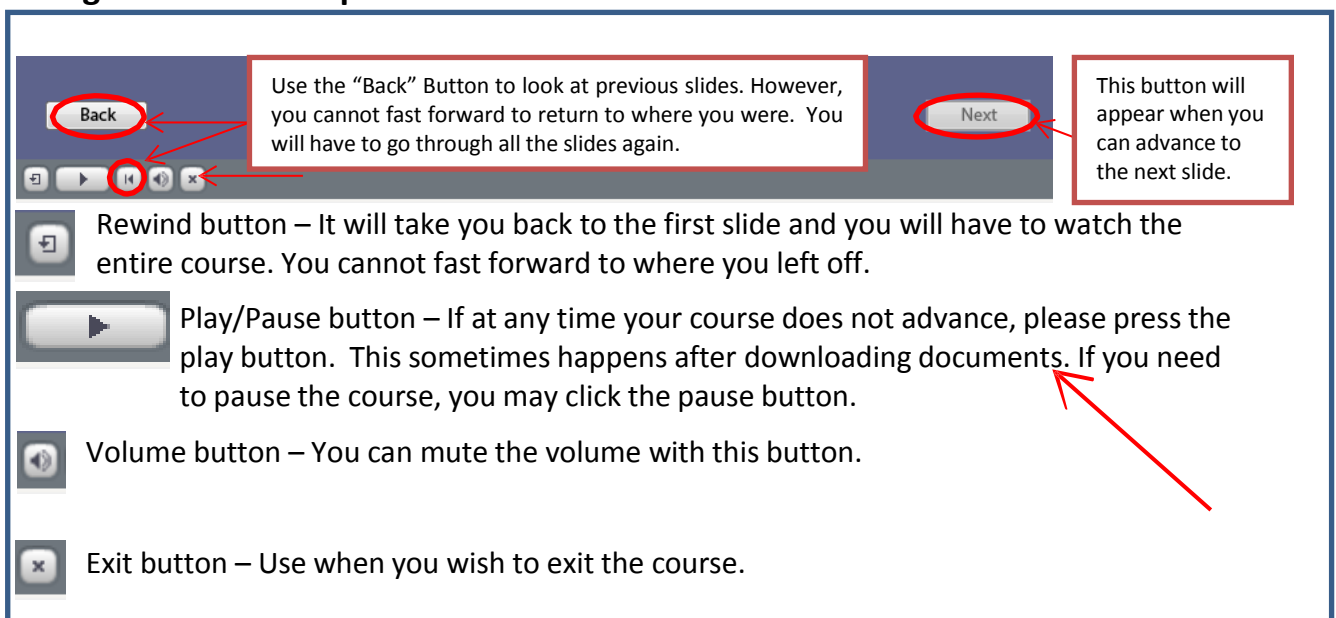
## If course does not advance to the next slide:

To ensure the course is playing, you can hover your cursor over the play/pause button and if you see the word “Pause” the course is active and the next button will show up when the allotted time has passed.



If by chance you click on a button to open a document or click a link for a video the course may stop playing and you will need to click the pause/play button to continue the course.

## Navigation button explanations:



This diagram explains the navigation buttons in the course interface. It features a top section with a 'Back' button circled in red and a 'Next' button circled in red. Below this, four buttons are shown with their functions explained: 'Rewind', 'Play/Pause', 'Volume', and 'Exit'. Red arrows point from the text boxes to the corresponding buttons in the interface.

- Back**: Use the “Back” Button to look at previous slides. However, you cannot fast forward to return to where you were. You will have to go through all the slides again.
- Next**: This button will appear when you can advance to the next slide.
- Rewind**: Rewind button – It will take you back to the first slide and you will have to watch the entire course. You cannot fast forward to where you left off.
- Play/Pause**: Play/Pause button – If at any time your course does not advance, please press the play button. This sometimes happens after downloading documents. If you need to pause the course, you may click the pause button.
- Volume**: Volume button – You can mute the volume with this button.
- Exit**: Exit button – Use when you wish to exit the course.

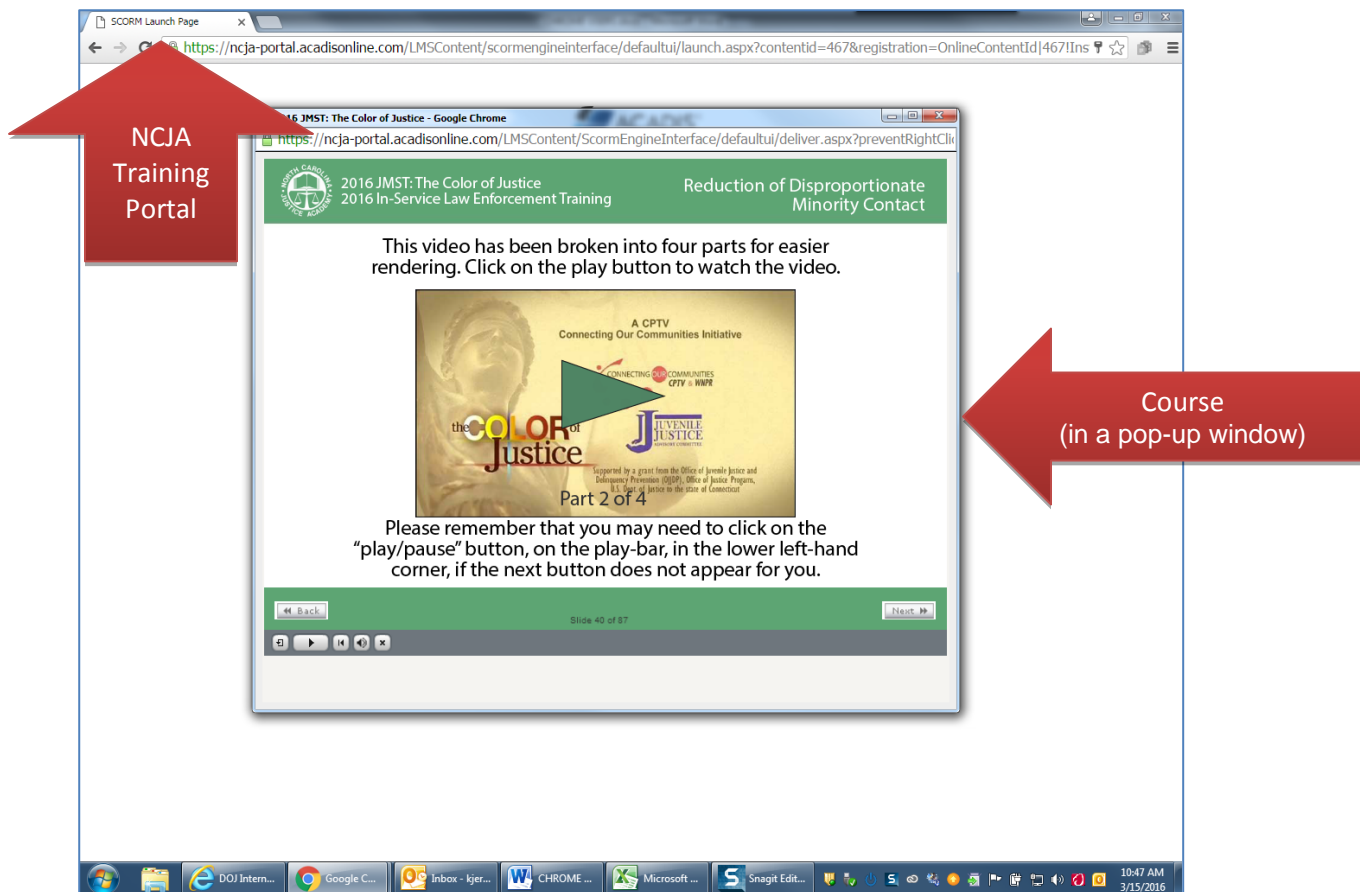
## Course with Video(s)

Videos will not automatically start on the slide or in a new window. You will need to click on the video's play button or icon to start the video. The "Next" button will not appear until you have had time to watch the video.

Have you watched a video and now want to get back to the course and are unsure what to do next? Review these simple steps.

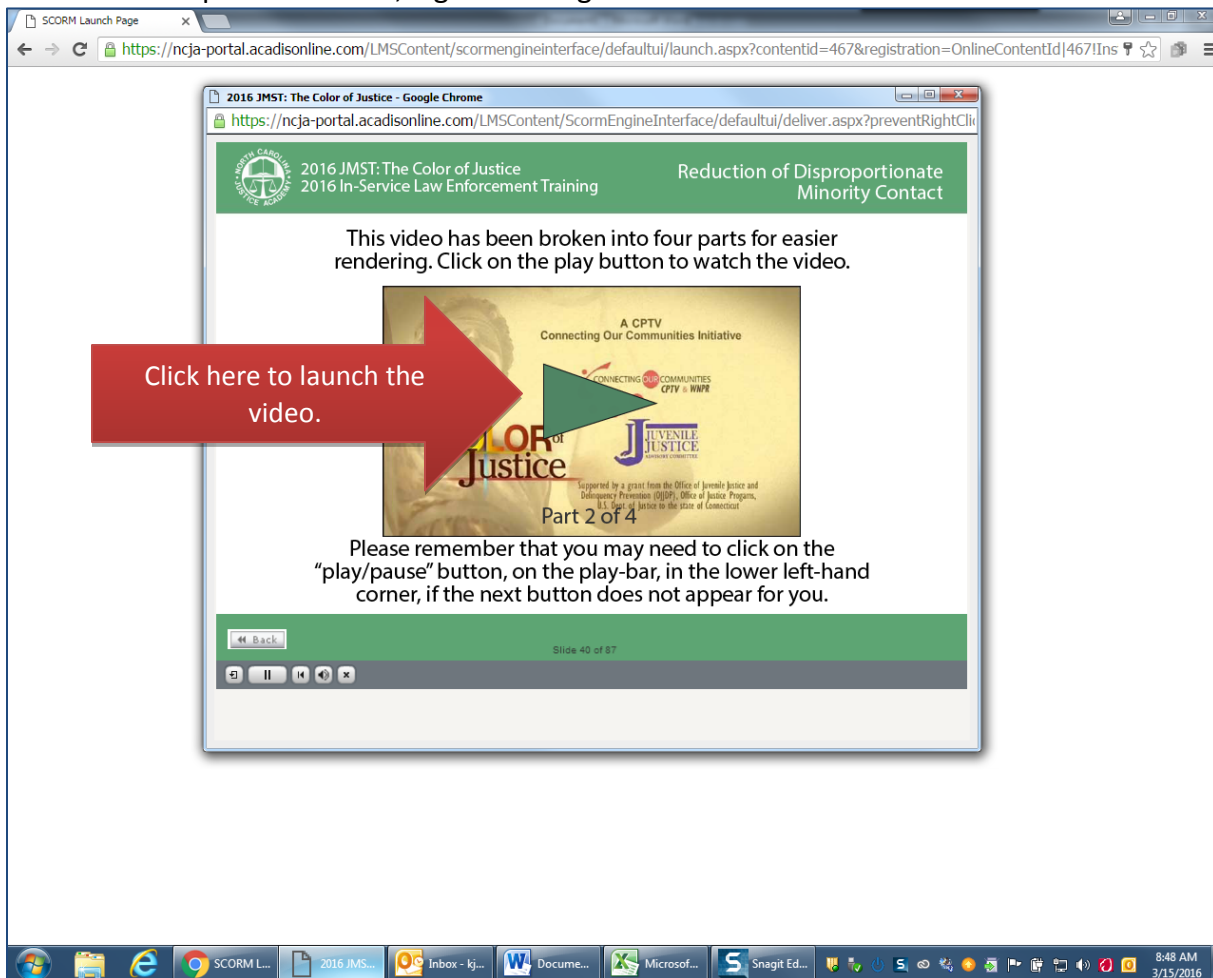
**NOTE:** The screenshots show the course in Google Chrome. These same steps apply when using Internet Explorer.

Notice how the actual course is in a pop-up window separate from the NCJA Training Portal (SCORM Launch Page).



In order to watch a video you will need to click on the button on the course window. It may look different in the various courses that have videos. It may be an icon or an actual button on the screen.

For this example it is an icon, a green triangle.



The video will open on a new tab. Click the play button on the screen to watch the video.

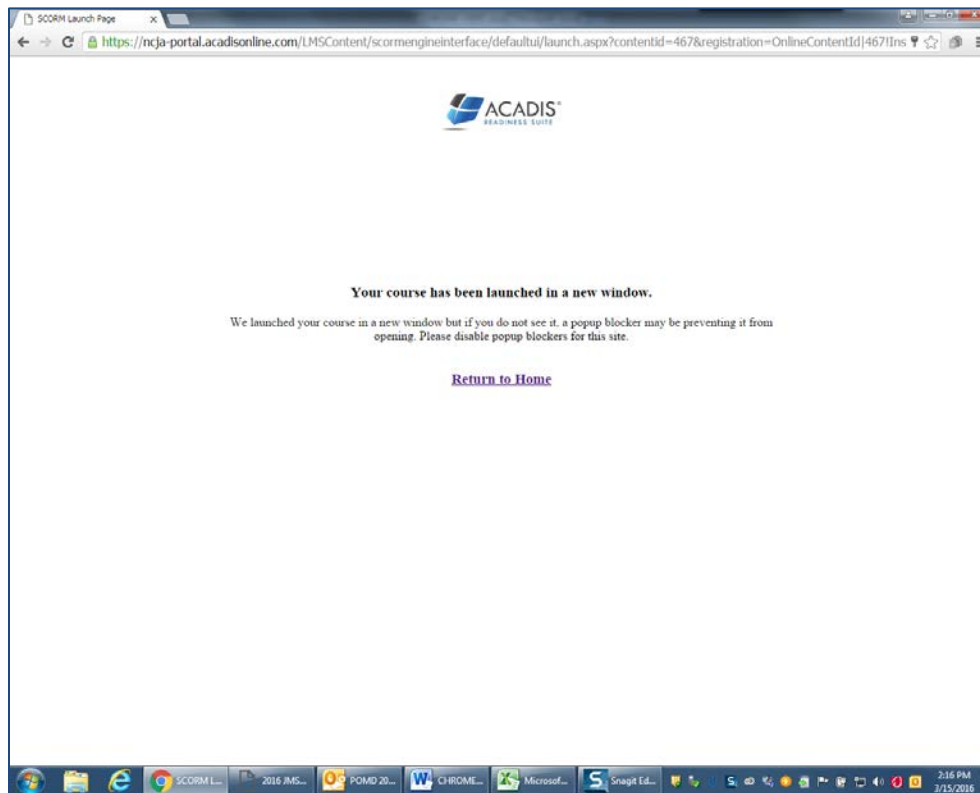


**NOTE:** Please do not fast forward the video. That will not make the Next button appear sooner on the course. The slide's Next button will not appear until the designated allotted time has passed for the video.

Once the video finishes you can close the tab by clicking on the “X” for that tab.



You should now see this screen. **DO NOT** click on “Return to Home.”



If you look at the bottom of the screen at the taskbar you will notice various program icons that you may have open all at once. Since you will have more than one Chrome page open it may be difficult to see the course pop-up window to navigate to. It may look like this:

**Option #1:** (notice that there are two Google Chrome windows open [circled in red])

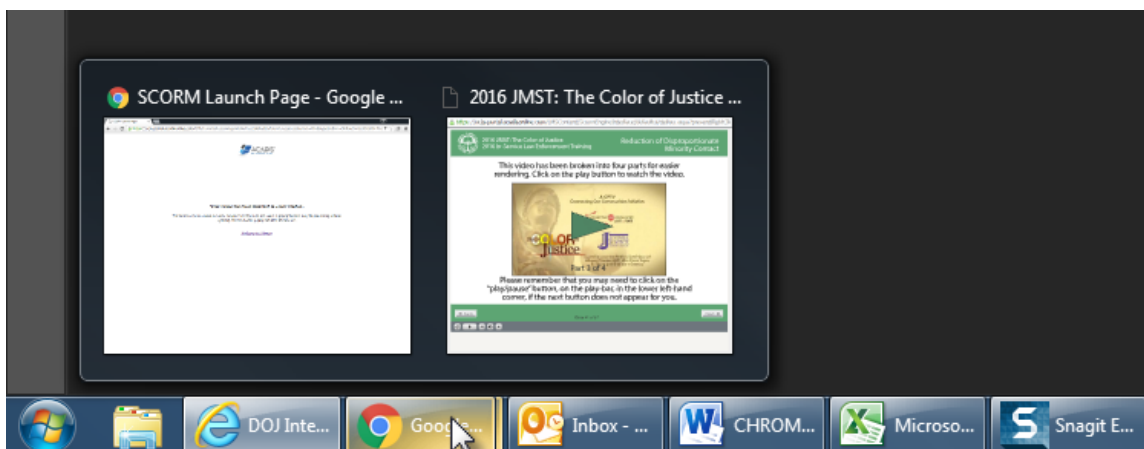


Or

**Option #2:** (if you do not have that many programs open at the time you are taking the course)



If your task bar looks like Option # 1, position your mouse over Google Chrome in the taskbar. Two small screenshots of the Google Chrome windows that you have open will be shown.





Move your mouse over to the window of the actual course to select it and you will be back where you need to be to continue with the course.

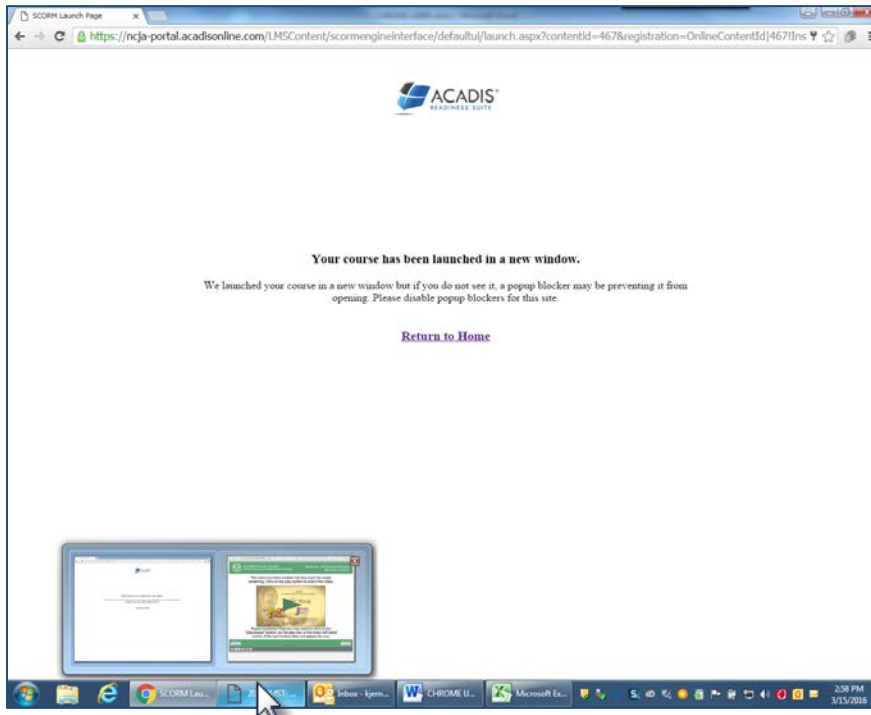
The screenshot shows a Windows 7 desktop with a blue background. The taskbar at the bottom displays several open applications: Internet Explorer (labeled 'DOJ Int...'), Google Chrome (labeled 'Google...'), Outlook (labeled 'Inbox - ...'), Microsoft Word (labeled 'CHRO...'), Microsoft Excel (labeled 'Micros...'), and a utility application (labeled 'Snagit ...'). The system clock in the bottom right corner shows '2:48 PM 3/15/2016'.

The main window is a Google Chrome browser displaying a video player interface. The address bar shows the URL: <https://ncja-portal.acadisonline.com/LMSContent/ScormEngineInterface/defaultui/deliver.aspx?preventRightCli>. The page title is '2016 JMST: The Color of Justice - Google Chrome'.

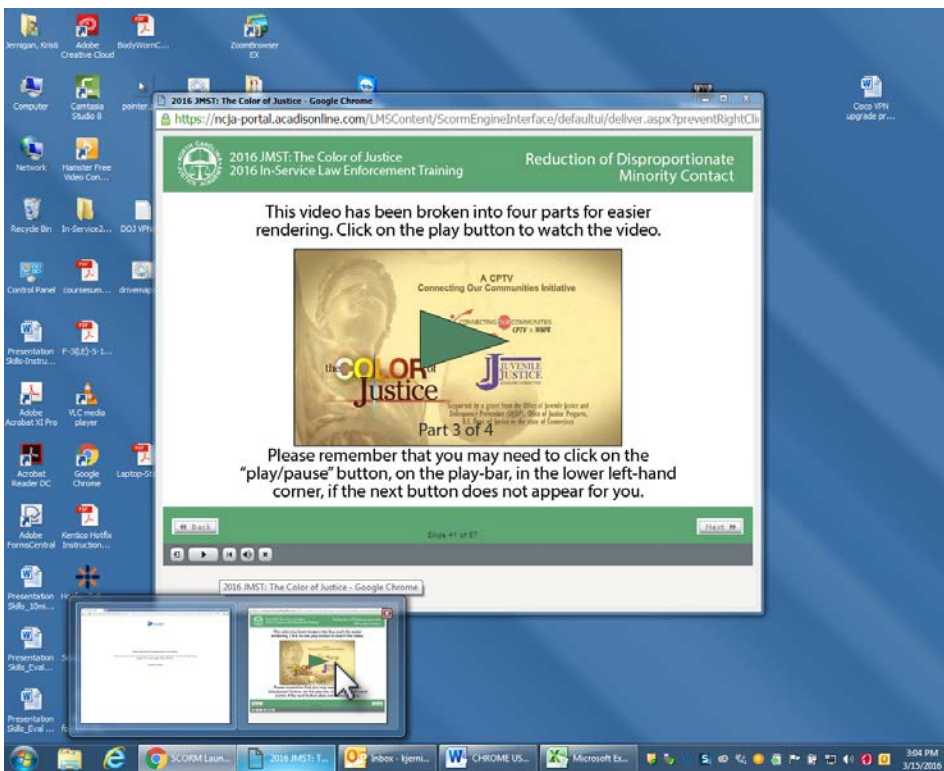
The video player interface has a green header bar with the text '2016 JMST: The Color of Justice' and 'Reduction of Disproportionate Minority Contact'. Below the header, the text reads: 'This video has been broken into four parts for easier rendering. Click on the play button to watch the video.' The video player shows a thumbnail image of a statue with the text 'the COLOR of Justice' and 'Part 3 of 4'. Below the thumbnail, the text reads: 'Please remember that you may need to click on the "play/pause" button, on the play-bar, in the lower left-hand corner, if the next button does not appear for you.' The video player controls at the bottom include a 'Back' button, a play/pause button, a progress bar, and a 'Next' button. The text 'Slide 41 of 57' is displayed in the center of the controls.

The desktop background features several icons, including 'Jernigan, Kristi', 'Adobe Creative Cloud', 'BodyWorm...', 'ZoomBrowser EX', 'Computer', 'Cartoosa Studio 8', 'pointer...', 'Network', 'Hamster Free Video Con...', 'Recycle Bin', 'In-Service2...', 'DOJ VPN', 'Control Panel', 'coursesum...', 'drivemap', 'Presentation Skills-Instru...', 'F-3(E)-5-1...', 'Adobe Acrobat XI Pro', 'VLC media player', 'Acrobat Reader DC', 'Google Chrome', 'Laptop-S...', 'Adobe FormsCentral', 'Kentico Hotfix Instruction...', 'Present Skills\_I...', 'Present Skills\_E...', and 'Present Skills\_B...'.


If your task bar looks like Option # 2, position your mouse over Google Chrome in the taskbar. Two small screenshots of the Google Chrome windows that you have open will be shown.



Move your mouse over to the window of the actual course to select it and you will be back where you need to be to continue with the course.



## Questions You May Have During the Course:

- **Handouts** – Your course will have at least one handout – the Student Lesson Plan. You will be given an opportunity to download it for your use. You may need to click the “Play button”:  to re-start the course after downloading handouts.
- **Tests** – Each course contains a pre-test and knowledge checks which are not graded. The post-test, at the end of the course, is graded. You must make 70% or better to pass the course.
  - If you fail the test, you have one more opportunity to take the course and test again.
  - When you choose to re-take the course, log into <https://ncja-portal.acadisonline.com> and you will be able to take the course again. If you fail the test a second time, you will need to take the course in a traditional manner.
- **Evaluations** – After the post-test, you will be given a link to Survey Monkey. We need you to complete this survey so we will know how to serve you better.
- **Certificates** – When you complete and pass the course, log into <https://ncja-portal.acadisonline.com>. On the home page, scroll down and under “Certifications,” find the course. Look to the far right and print your certificate.

Certifications					
Name	Type	Issue Date	Expiration	Status	
Human Trafficking Protocols for Law Enforcement	Training Requirement	09/04/2014		Active	<a href="#">Print</a>
Officer Safety: Responding to Crimes Off-Duty 2014 In-Service	Training Requirement	08/29/2014		Active	<a href="#">Print</a>
Responding to Individuals with Mental Illness 2013 In-Service	Training Requirement	09/02/2014		Active	<a href="#">Print</a>